

VTQ and Skills CASS Manager

Salary: £39,852 - £41,778 per annum (Grade 8)

Contract type: Full-time (36.5 hours), Permanent

We are excited to be inviting applications for a CASS (Centre Assessment Standards Scrutiny) Manager to join our VTQ and Skills Delivery team.

The role

The post holder will apply their specialist experience of supporting the operational delivery of vocational qualifications and assessment delivery to play a key role in the external quality assurance function, identifying risks and insights to underpin our CASS strategy. Working closely with the Assistant Director: VTQ and Skills Delivery, you'll ensure our services are high-performing, compliant, and focused on continuous improvement. This role involves leading the management and analysis of data to support external quality assurance across our VTQ and Skills portfolio. You'll lead on compliance with operational delivery plans and ensure effective monitoring and scrutiny of assessment standards in line with regulatory expectations.

About you

The post holder will have strong analytical skills with the ability to interpret complex data to spot trends, risks, and opportunities that improve qualifications and operational processes. You'll have experience in creating clear, accurate reports that support informed decisions and help maintain compliance. You'll also have experience managing regulatory requirements, including keeping risk registers up to date, working with regulators, and supporting audits. You'll have strong communication skills, including oral and written presentation, with the ability to build strong relationships both internally and externally.

The benefits

At WJEC, we pride in being an inclusive and supportive place to work. We also offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays) adjusted for part-time/compressed working patterns, free Welsh lessons, a generous pension scheme and numerous family friendly policies. A career with WJEC can be extremely rewarding and you will be encouraged throughout with great opportunities to develop your professional and personal skills.

WJEC operates a hybrid working model, enabling the successful candidate to split their time between WJEC offices and working at home, subject to business need. As such, applications are invited from individuals across the UK but please note that regular working from our Cardiff will be required. Welsh language skills are not essential but the willingness to learn is always valued.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact Sarah (she/her) in our HR team (HR@wjec.co.uk), who will be more than happy to help.

Please see [Appendix 1](#) for additional information, and [our website](#) to download a copy of the job description and application form.

Closing date: 23:59, Sunday 22 March 2026

Interviews are anticipated to be held in person, on Wednesday 01 April 2026

JOB DESCRIPTION

Job Title:	VTQ and Skills CASS Manager
Department:	Directorate of Qualifications and Assessment Delivery
Section:	VTQ & Skills Delivery
Responsible to:	Assistant Director: VTQ & Skills Delivery
Grade:	8
Location:	Western Avenue, Cardiff
Main purpose of Job:	

The VTQ and Skills CASS Manager works closely with the Assistant Director: VTQ and Skills Delivery to support the continuous review of the organisation's CASS (Centre Assessment Standards Scrutiny) strategy for external verification.

This role combines analytical expertise with governance knowledge to ensure that services are high-performing, compliant, and continuously improving. They have significant experience of vocational qualification and assessment delivery across a wide range of vocational, technical and skills qualifications.

The VTQ and Skills CASS Manager leads the management and analysis of data to support external quality assurance activities across the externally verified VTQ and Skills portfolio. They have experience in operating learner management systems to support qualification delivery and compliance.

The role also involves the project management of planning, organising, and implementing ad hoc process changes and developing new processes, whether permanent or tailored for specific qualifications in response to external policy decisions. The postholder will lead relevant task-and-finish groups to deliver these activities effectively.

Principal Duties and Responsibilities:

General responsibilities

- Support the delivery, review, and maintenance of externally verified VTQ and Skills qualifications by advising on process improvements and compliance with regulatory requirements.
- Ensure accurate collation and reporting of operational and KPI data to meet contractual and regulatory obligations.
- Collaborate with internal teams and external stakeholders to ensure data integrity, compliance, and effective operational delivery.
- Collaborate with the VTQ and Skills Development department to provide data and operational insight to inform the design and development of new qualifications and sector needs.
- Coordinate improvements to increase the effectiveness of operations and processes to support external verification.

Quality Assurance

- Monitor the effectiveness of internal and external quality assurance strategies for VTQ and Skills qualifications.
- Provide insights to underpin the CASS strategy, ensuring centre-assessed qualifications meet regulatory expectations.
- Produce and analyse management information and quality assurance data to identify and track centre behaviour over time, inform strategic decisions, and drive continuous improvement.
- Support the design and implementation of quality frameworks and standards.
- Monitor performance against quality indicators and KPIs.
- Lead internal audits and evaluations to ensure compliance with processes that support external verification requirements.

Insight Generation & Analysis

- Produce clear reports and summaries to communicate findings effectively.
- Identify trends, gaps, and opportunities for improvement.
- Translate insights into actionable recommendations for quality improvement and risk mitigation.

Risk Management

- Analyse risk data to identify emerging issues, inform mitigation strategies and turn analysis into actionable recommendations.
- Maintain departmental risk registers and support governance reporting.
- Collaborate with teams to embed risk awareness and proactive management.
- Lead VTQ and Skills CASS risk review meetings.
- Lead on compliance with operational delivery plans and implementation plans to ensure timely delivery of projects and highlight any delivery risks.
- Ensure systems and workflows support monitoring and scrutiny of assessment standards in line with regulatory expectations.

Collation of KPI data

- Liaise with operational teams to ensure accurate recording of data relating to achievement of KPIs and external quality assurance.
- Produce, check and format statistical information to ensure accuracy.
- Produce accurate reports to demonstrate compliance with KPIs.
- Effectively present KPI data to internal and/or external stakeholders.

Other duties

- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post.

Person Specification

Job Title:	VTQ and Skills CASS Manager
Department:	VTQ and Skills Delivery

Essential criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job, if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills, with the ability to build strong relationships and work effectively across cross-functional teams and with stakeholders at all levels
- Research and report writing skills for internal and external requirements
- Experience of preparing for and presenting to a wide range of target audiences
- Ability to organise, prioritise and complete a varied workload with minimal supervision
- Ability to work independently using own initiative and as part of a team
- Excellent IT skills are essential particularly in the use of Excel, Word and other Microsoft Office applications

Desirable

- Ability to speak and work through the medium of Welsh

Knowledge

Highly desirable

- Knowledge of qualification structures, assessment methods, procedures and awarding processes
- Knowledge of internal and/or external verification processes
- Knowledge of regulations for qualifications and awarding

Desirable

- Working knowledge of risk management, including identifying, assessing, and reporting risks, and supporting mitigation planning.

Experience

Highly desirable

- Experience of working within a regulated qualifications framework
- Experience of managing regulatory compliance functions, including liaising with internal and external governance functions, monitoring compliance risks, and supporting audits or inspections
- Experience of working with vocational qualifications
- Experience of analysing data to generate insights supporting compliance and performance improvement
- Experience of working within a quality management framework

Desirable

- Experience of using regulatory and/or awarding body learner management systems
- Experience managing or improving system workflows, particularly those supporting qualification development or delivery
- Experience in applying project management principles, tools, and methodologies to support effective delivery

Training / Qualifications

Highly desirable

- Honours degree or equivalent qualification/professional experience

Desirable

- Educational assessment qualification
- External quality assurance qualification

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

Teitl y Swydd / <i>Job Title:</i>	Rheolwr CASS CGaTh a Sgiliau / <i>VTQ and Skills CASS Manager</i>		
Cyflog / <i>Salary:</i>	£39,852 - £41,778 y flwyddyn (pro-rata lle y bo'n gymwys / <i>£39,852 - £41,778 per annum (pro-rata where relevant)</i>	Gradd / <i>Grade:</i>	8
Gwyliau Blynnyddol / <i>Annual Leave:</i>	<p>25 diwrnod (182.5 awr) y flwyddyn. Mae CBAC hefyd yn darparu 16 diwrnod (116.8 awr) i gyfrif am Wyliau Cyhoeddus a chyfnodau Cau CBAC (gwyliau ychwanegol). Mae'r lwfansau hyn yn cael eu haddasu ar gyfer staff sy'n gweithio'n rhan-amser neu batrymau gweithio cywasgedig.</p> <p><i>25 days (182.5 hours) per annum. WJEC also provides 16 days (116.8 hours) to account for Bank Holidays and WJEC Closure periods (Additional leave). These allowances are adjusted for staff who work part-time or compressed working patterns.</i></p>		
Pensiwn / <i>Pension:</i>	Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol. <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		
Math o Gytundeb / Contract Type:			
Oriau Gwaith / Working Hours:		Hyd y Contract / Length of Contract:	
<input checked="" type="checkbox"/> Llawn-amser / Full-time		<input checked="" type="checkbox"/> Parhaol / Permanent	
<input type="checkbox"/> Rhan-amser / Part-time		<input type="checkbox"/> Tymor penodol / Fixed-term	
Nifer yr oriau yr wythnos / <i>No. of hrs per week:</i> 36.5		Dyddiad gorffen arfaethedig / <i>Planned end date:</i>	
		Rheswm dros y cyfnod penodol / <i>Reason for fixed-term:</i>	
Arall / Other:			
Cyfnodau prysur llwyth gwaith / <i>Workload Peaks:</i>		Amh / <i>N/A</i>	
Dull Ymgeisio / Method of Application:			
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 23:59, dydd Sul 22 Mawrth 2026. Rhagwelir cynnal cyfweliadau wyneb yn wyneb, ar dydd Mercher 01 Ebrill 2026.</p> <p>Completed forms should be sent by email to HR@wjec.co.uk by 23:59, Sunday 22 March 2026. Interviews are anticipated to be held in person, on Wednesday 01 April 2026.</p>			

Appendix 1: Additional information to support the advertisement

VTQ and Skills Delivery CASS Manager

How does this role support the company's strategic priorities?

This is a new role within the VTQ and Skills Delivery department to support our external quality assurance function as WJEC builds on its existing practice to further strengthen our approach of using data driven decision making and strong risk management.

The VTQ & Skills CASS Manager will be central to this as they support the operational delivery of our vocational qualifications' portfolio by generating insight and identifying risks.

What prior experience should the postholder bring?

We are looking for someone who has experience within the regulatory and vocational qualifications landscape beyond linear school-based general qualifications. The role requires knowledge of working with qualifications that have external quality assurance as the assessment method, supported by experience in internal and/or external quality assurance processes.

They should demonstrate strong communication and relationship -building skills, working effectively across teams and with stakeholders at all levels. They must also have strong research and report writing-writing skills and be experienced in preparing and presenting information to a wide range of audiences.

Experience of managing or improving system workflows, particularly for qualification development or delivery, is desirable.

What skills help someone succeed in this role?

The post holder will have strong analytical skills with the ability to interpret complex data to spot trends, risks, and opportunities that improve qualifications and operational processes. They will have experience in creating clear, accurate reports that support informed decisions and help maintain compliance. With experience of managing regulatory requirements, including keeping risk registers up to date, working with regulators, and supporting audits.

How is this role positioned within the departmental team structure?

The VTQ and Skills CASS Manager will work closely with the Assistant Director: VTQ and Skills Delivery to support the continuous review of the organisation's CASS (Centre Assessment Standards Scrutiny) strategy for external verification.

The VTQ and Skills CASS Manager leads the analysis and use of data to support the external quality assurance function. Working across the department, they focus on embedding robust risk management and enabling access to live data to support timely responses to intelligence and provide a holistic view of centre performance at any point in time.

The VTQ and Skills CASS Manager will use the learner management system to ensure effective systems are in place to track EQA monitoring activity, reports, actions, recommendations, and centre-level risk. They promote a collaborative, risk-based, data-driven approach across the full VTQ lifecycle.

What is the expectation around place of work and hybrid working arrangements?

The job location is Western Avenue, Cardiff. WJEC operates a hybrid working model, enabling the successful candidate to split their time between WJEC offices and working at home, subject to business need. This team currently attend the office on average 1 day a month.